

FIG. 1

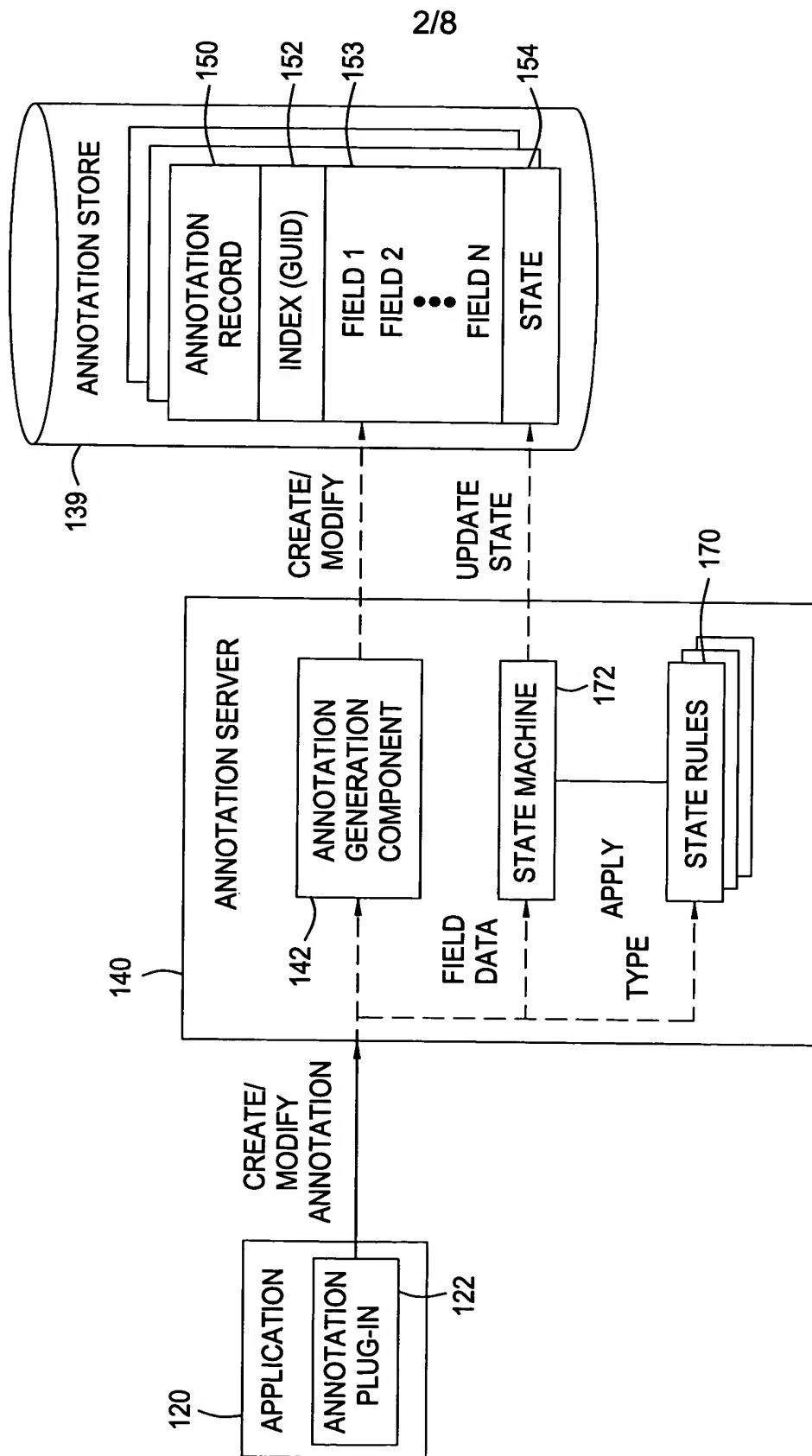
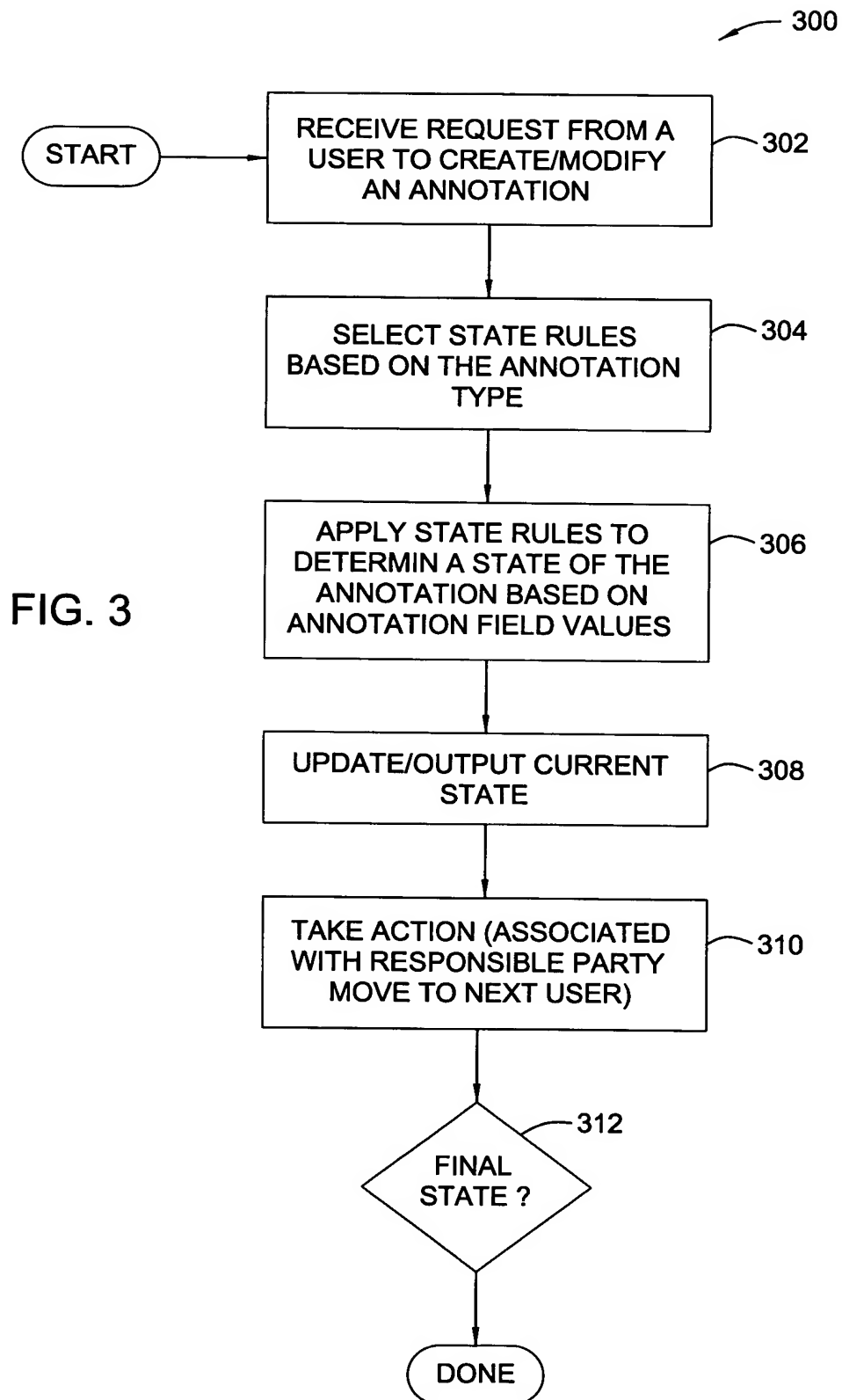


FIG. 2



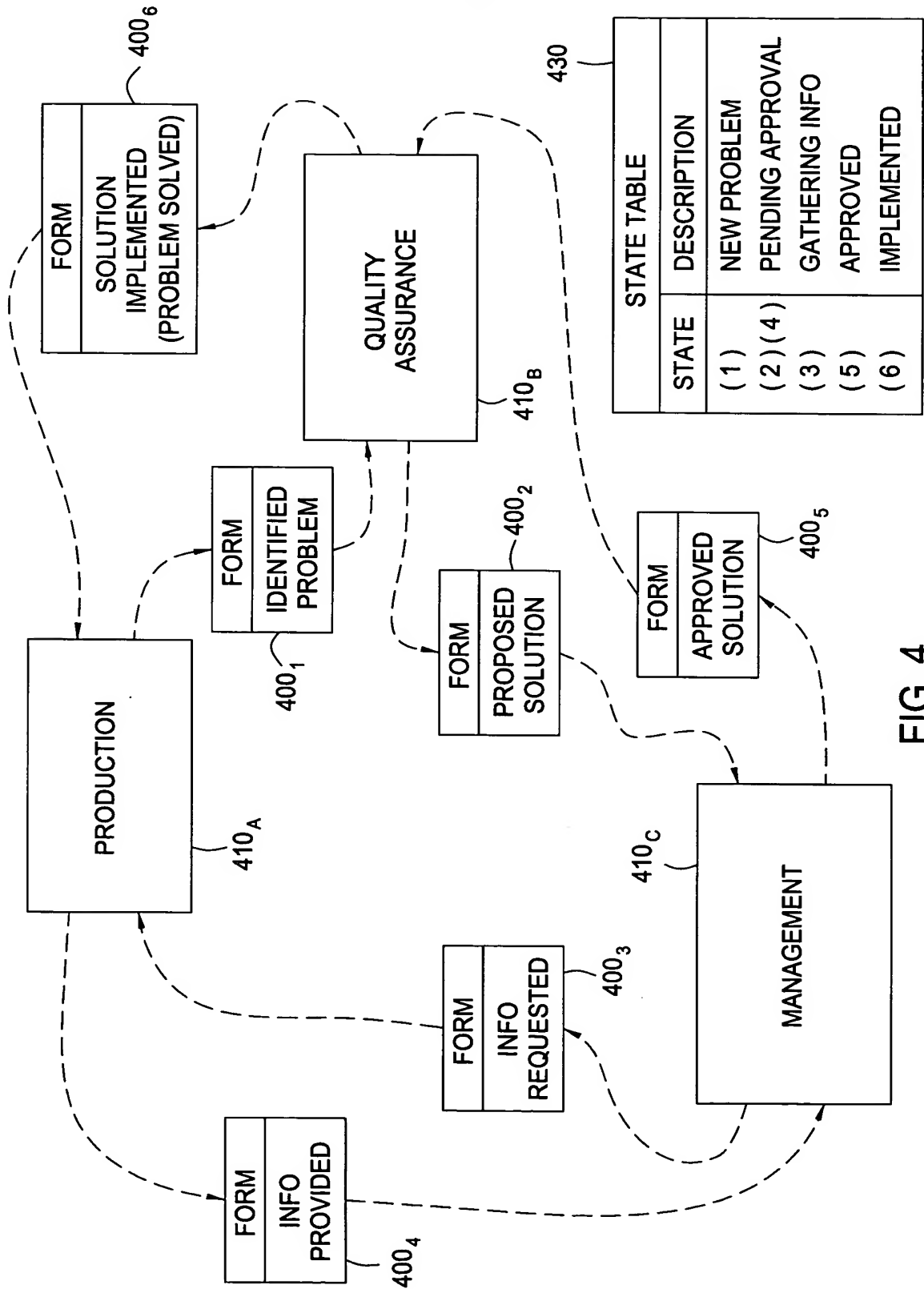


FIG. 4

FIG. 5A

FIG. 5A is a screenshot of a 'PROBLEM TRACKER' interface. The title bar at the top is labeled 500_A. The main content area is labeled 505. At the top right of the content area, it says 'PROBLEM ID # 039'. Below this, the status is 'STATUS: NEW PROBLEM'. The 'PROBLEM DESCRIPTION' field (502) contains the text 'THE PEG IS SQUARE, THE HOLE IS ROUND. THE PEG DOES NOT FIT.'. The 'PROBLEM SOLUTION' field (504) is empty. At the bottom of the content area, there are two buttons: 'REQUEST INFORMATION' (506) and 'UPDATE STATUS' (508). At the very bottom of the interface are two buttons: 'OK' and 'CANCEL'.

FIG. 5B

FIG. 5B is a screenshot of the same 'PROBLEM TRACKER' interface, but with the status changed to 'STATUS: PENDING APPROVAL'. The title bar is labeled 500_B. The main content area is labeled 505. The 'PROBLEM ID # 039' remains the same. The 'PROBLEM DESCRIPTION' field (502) still contains 'THE PEG IS SQUARE, THE HOLE IS ROUND. THE PEG DOES NOT FIT.'. The 'PROBLEM SOLUTION' field (504) now contains the text 'CHANGE TO ROUND PEG'. The 'REQUEST INFORMATION' (506) and 'UPDATE STATUS' (508) buttons are still present at the bottom of the content area. The 'OK' and 'CANCEL' buttons remain at the bottom of the interface.

FIG. 5C

FIG. 5C is a screenshot of a "PROBLEM TRACKER" interface. The interface is a vertical rectangle with a title bar at the top. The title bar contains the text "PROBLEM TRACKER". Below the title bar, there is a status line that reads "STATUS: APPROVED (01/01/04)" followed by "PROBLEM ID # 039". Below the status line, there are two text input fields. The first field is labeled "PROBLEM DESCRIPTION" and contains the text "THE PEG IS SQUARE, THE HOLE IS ROUND. THE PEG DOES NOT FIT.". The second field is labeled "PROBLEM SOLUTION" and contains the text "CHANGE TO ROUND PEG". Below the input fields, there are two buttons: "REQUEST INFORMATION" on the left and "UPDATE STATUS" on the right. At the bottom of the interface, there are two more buttons: "OK" on the left and "CANCEL" on the right. Reference numerals are used to point to various elements: 505 points to the status line, 502 points to the problem description field, 504 points to the problem solution field, 506 points to the "REQUEST INFORMATION" button, 508 points to the "UPDATE STATUS" button, and 500_C points to the entire interface.

FIG. 5D

FIG. 5D is a screenshot of a "PROBLEM TRACKER" interface, similar to FIG. 5C but with a different status. The interface is a vertical rectangle with a title bar at the top. The title bar contains the text "PROBLEM TRACKER". Below the title bar, there is a status line that reads "STATUS: SOLUTION IMPLEMENTED (01/01/04)" followed by "PROBLEM ID # 039". Below the status line, there are two text input fields. The first field is labeled "PROBLEM DESCRIPTION" and contains the text "THE PEG IS SQUARE, THE HOLE IS ROUND. THE PEG DOES NOT FIT.". The second field is labeled "PROBLEM SOLUTION" and contains the text "CHANGE TO ROUND PEG". Below the input fields, there are two buttons: "REQUEST INFORMATION" on the left and "UPDATE STATUS" on the right. At the bottom of the interface, there are two more buttons: "OK" on the left and "CANCEL" on the right. Reference numerals are used to point to various elements: 505 points to the status line, 502 points to the problem description field, 504 points to the problem solution field, 506 points to the "REQUEST INFORMATION" button, 508 points to the "UPDATE STATUS" button, and 500_D points to the entire interface.

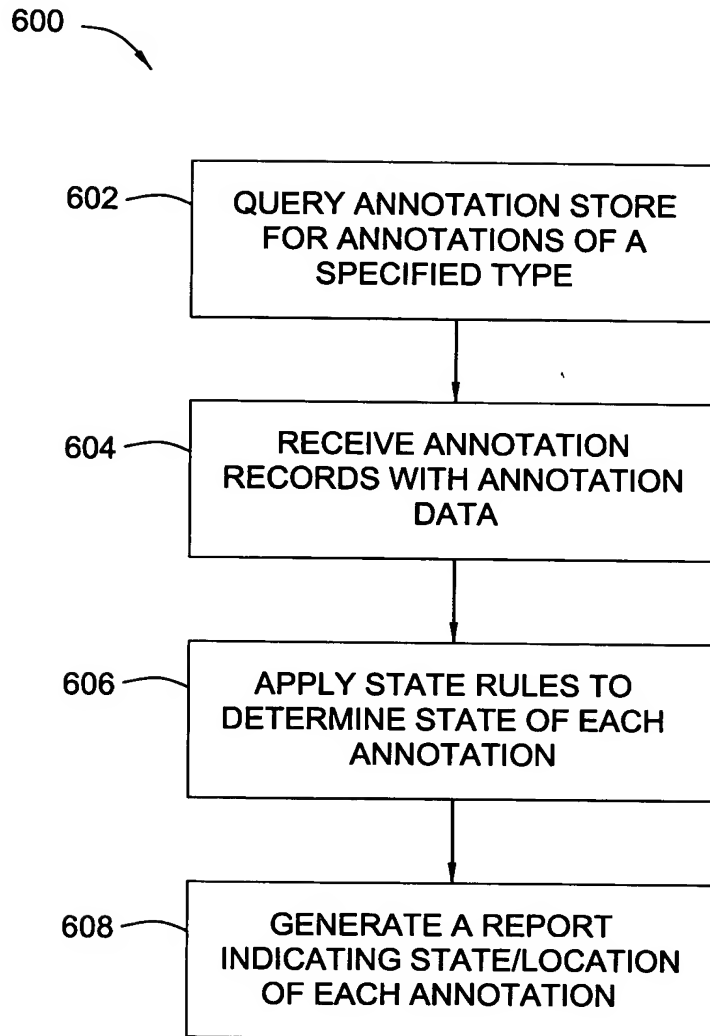


FIG. 6

700

PROBLEM TRACKING ANNOTATION REPORT			
DATE RANGE	FROM 01/01/04	TO 12/31/04	TOTAL ANNOTATIONS: 374
STATUS DISTRIBUTION			
NEW PROBLEM	PENDING APPROVAL	SOLUTION APPROVED	SOLUTION IMPLEMENTED
50	99	100	125
<input type="button" value="OK"/>		<input type="button" value="CANCEL"/>	

FIG. 7